

From a short check of telemarketing laws, I see you have exempt banks from the rules. I would ask you reconsider.

For approximately two weeks now (21 Oct 02), the business I work for has been called by Cross Country Bank, attempting to collect an outstanding debt, from a person who was fired five years ago.

At the first call I explained the situation, that he no longer worked here, and asked to be taken off their autodialer list. They instead required either a letter or fax request. Why? Had the person been there and had decided to make payment, they could have made the appropriate note in their file. Why force a person to jump thru hoops to get removed?

For the next 5-7 days, every time I attempted to fax the letter in, their fax machine/number was down. During that time our business received 2-3 calls a day from Cross Country Bank.

On several occasions the operator would assure me that they would make the appropriate note in the file. Next day, another phone call.

When I finally got thru on the fax, I then figured the problem would be solved. Following day, another call. When I asked why they were calling I was informed, yes we received it on the 21st, (this being the 22) but for our computers its the 18th. And they would have to review the fax, and couldn't be sure they would in fact remove the number.

At this point I hung up on them.

My question is why they have the right to disrupt and harras my business, causing lost work time and money, and I have no recourse by answer the phone?

I would request that you both add banks to any future legislation, and stiffen the requirements for quick removal from their phone lists.

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